GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:674
ANSWERED ON:03.03.2008
FAULTY TELEPHONE BILLS
Renge Patil Shri Tukaram Ganpatrao

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether a large number of faulty telephone bills have been delivered to the subscribers of telephones in the country especially in rural areas of Maharashtra;

(b) if so, the details thereof during the last three years, as on date, location-wise;

(c) the number of officers found guilty in this regard alongwith action taken against them; and

(d) the steps taken/being taken by the Government to prevent the recurrence of such problems being faced by the rural telephone subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) No, Sir. Out of a very large number of bills issued by BSNL to its subscribers in the country only a very small percentage i.e. 0.0014% of such bills were found to be faulty, due to computer error and data mismatch. In Maharashtra, one of the Secondary Switching Areas (SSAs) issued 1064 faulty bills due to computer error in respect of a new scheme launched for WLL customers. These are 0.027% of the total connections in Maharashtra.

(b) The requisite information is given in the Annexure.

(c) No individual has been found guilty by BSNL, therefore the question of taking action against them does not arise.

(d) There are Standing instructions to prevent occurrence of such problems,which are re-iterated from time to time to keep it at barest minimum and also necessary software checks are exercised from time to time.